

BELL ATLANTIC RESPONSE TO MA DTE KPMG EXCEPTION

Exception #: 7

Component: The quality of the results and frequent changes to the Bell Atlantic–Massachusetts standard Quality Baseline Validation Test Deck for the LSOG 2/3 release indicates that it has not undergone proper Bell Atlantic internal quality assurance testing and standards.

Domain: RMI

Date Uncovered by KPMG: 2/29/00

Date BA Received: 2/29/00

Date BA Responded: 3/7/00

KPMG Summary Statement and BA Response:

KPMG Assessment:

- 1) The Quality Baseline Validation Test Deck results indicate that Bell Atlantic did not strictly adhere to its documented internal quality assurance procedures and testing. Given the success rate of test deck cases being validated, carriers do not have a large set of valid and functioning transactions to test their own systems with.
- 2) Revisions made to the Quality Baseline Validation Test Deck while the new release testing is in progress have not provided the CLECs with a stable environment.
- 3) The above mentioned points prevent the CLECs from carrying out full scale testing and has drastically reduced the window of time available for complete testing prior to the deployment of LSOG 2/LSOG 3 in a production environment.
- 4) All of these factors may significantly affect a CLEC's ability to test EDI interface software effectively, consume CLEC resources unnecessarily, and ultimately prevent, hinder, and/or delay a CLEC's ability to conduct business with Bell Atlantic-Massachusetts over an EDI medium.

BA Response:

- 1) Based on the magnitude of this release, issues surfaced during testing that were investigated by Bell Atlantic. Code releases and revisions to the Test Decks were issued to correct testing issues. Communications to the CLECs were sent through BA Change Control that noted the improvements in functionality during the CLEC Testing period. Revisions to the Test Decks documents were sent through BA Change Control also.

In addition to Test Deck transactions, CLECs have the opportunity to create their own test cases using specific accounts built for an individual

CLEC in the CLEC Test Environment (CTE). CLECs can test their systems against these test cases also.

- 2) The Test Decks are distributed prior to a release as expected results. As Bell Atlantic continues its testing process, the Test Decks are revised as problems are identified and corrected with both input data and system code. This information is then distributed to the CLECs through BA Change Control as updates occur.
- 3) The production release of LSOG2/3 included few changes in functionality from the previous production release. Although there was a shortened testing window for LSOG2/3, 90% of Pre-Order Test Deck functionality was available by 1/27 and 90% of Order Test Deck functionality was available by 1/30, as detailed in the BA Change Control status emails. In addition, CLECs can use their own test cases to test in the CLEC Test Environment. Although some test decks had to be modified, the Company is not aware of any adverse affects to CLECs involved in the testing process. Further, all CLECs successfully migrated on time.
- 4) CLECs can test their EDI interface with Bell Atlantic by using their own test cases and those test cases within the Test Deck that were communicated by Bell Atlantic as functioning successfully.